



APPLICANT PACK

School Attendance Day Call Assistant

Trinity Catholic College, Middlesbrough



Letter to Applicants

Dear applicant,

We are delighted you have shown an interest in the role of School Attendance Day Call Assistant.

Within this application pack you will find:

- a) Information on how to access the online application form and additional forms related to this (these can be completed electronically and emailed)
- b) Job Description and Person Specification
- c) Further information about our Trust including our Benefits and Wellbeing package, along with information on the many advantages of living and working in the North East.



Applicants should complete their application forms to the Trust by the closing date, **Friday 2nd July 2021 by 12 noon**. Any gaps in previous employment must be explained.

Should you wish to have an informal discussion, please do not hesitate to contact **Mrs Jill Benson, Head of Attendance and Welfare at the Trust via email benson.j@npcat.org.uk**.

As mentioned in the advertisement, a DBS disclosure is required for this post. It is important to note that:

Nicholas Postgate Catholic Academy Trust is committed to safeguarding and promoting the welfare of.

I would like to take this opportunity to thank you for your interest in this vacancy and wish you well with your application.

Hugh Hegarty CEO

NPQH | MSc | PGCCGC | BEd Hons | CTC



Forming lives ready to face the future

Why work for us?

The Nicholas Postgate Catholic Academy Trust family of 23 primary schools, four secondary schools, a sixth form and teaching school, promotes the dignity, self-esteem and development of every one of our pupils and staff.

Situated in Teesside and North Yorkshire, within the northern area of the Roman Catholic Diocese of Middlesbrough, our schools offer high-quality education, with a curriculum that meets requirements of our young people and gives them every opportunity to succeed in adult life.

We are dedicated to academic excellence and the spiritual, physical and moral development of all our 9,000 pupils, as well as the ongoing development and fulfilment of every one of our 1,000-plus staff.

Our Trust is a faith-based community. We provide modern facilities and a safe and secure environment that reflects and supports family values, where standards of behaviour are excellent and parental engagement and collaboration is central to our success.

Learning takes place in an atmosphere inspired by the spirit of Jesus Christ, in which his commandment to love God and neighbour nurtures a caring ethos that is expressed in relationships within and beyond our schools.

We are inclusive and are respectful of and engage with people of all beliefs, encouraging a culture of tolerance where people of diverse identities are recognised, welcomed, respected and cherished.

We seek to make a difference to the lives of all groups of children, working to ensure especially that the most vulnerable in our society are not disadvantaged.

Each school aspires for excellence and is on a journey of continual year-on-year improvement. They work in partnership with families and parishes to promote strong, positive links and have clear strategic aims built on our mission and values.

We:

- Celebrate and share the practice of our outstanding schools, leaders and teachers
- Are committed to excellent governance that challenges, supports and holds to account
- Have strong leadership at all levels
- Ensure our pupils receive outstanding teaching
- Offer a wide range of curricular and extracurricular experiences
- Develop parents and carers as active partners in their child's progress.

We are building a Trust where every child is at the heart of everything we do, where every child is valued, where every family is supported and where every aspiration and every dream can be realised.

“True education enables us to love life and opens us to the fullness of life”

– Pope Francis

Proud to Serve Teesside and North Yorkshire



The area we serve is one of the friendliest and most beautiful places you could choose to live and work in.

With an international reputation for innovation and an exciting mix of modern, cosmopolitan and historic culture, the region includes vibrant cities, quaint villages, an outstanding coastline and stunning countryside. Here are just a few reasons you should live here:

Affordable homes

We have some of the lowest house prices in the UK, with an average North-East house price of just £132,769, compared to £250,677 in England as a whole (September 2019 figures).

Friendly people

We are famous for our friendliness and hospitality. Wherever you go, you'll always find a warm welcome and ready smile.

Arts and culture

Museums and galleries include Middlesbrough Institute of Modern Art (mima), the Captain Cook Birthplace Museum, the Dorman Museum, with its collection of Christopher Dresser-designed Linthorpe Pottery, and Kirkleatham Museum, home to the superb Anglo-Saxon princess treasure exhibition.

Entertainment and leisure

The region boasts large venues, international music festivals, Michelin star restaurants and a vibrant nightlife. It is home to Middlesbrough Football Club and countless grassroots clubs for adults and, cricket and rugby teams and world-class golf courses. Our coastline offers diving, sailing and some of the world's best surfing at Saltburn and you can enjoy watersports at Tees Barrage International White Water Course.

Outstanding countryside

We have some of the best countryside you'll find anywhere in the UK, including the stunning North York Moors and Dales. Even if you choose to live in one of our larger towns you can always be in the countryside or by the sea in less than half an hour.

Excellence in education

The region boasts many great schools, including four NPCAT primaries that were named in the *Sunday Times* top 250, and Teesside University is also based in Middlesbrough. Famous people educated in NPCAT schools include musicians Chris Rea and Paul Rodgers, Middlesbrough MP Andy McDonald and Mayor Andy Preston, government advisor Sir Martin Narey, impressionist Kevin Connolly, TV personality Chris Kamara, Middlesbrough FC chairman Steve Gibson and Keith Houchen, who scored in the 1987 FA Cup final.

Strong transport links

Teesside International Airport has three daily flights to Amsterdam operated by KLM, allowing easy connection to anywhere in the world, while Leeds-Bradford and Newcastle airports are also close by and we have excellent rail and road links to the rest of the country.



The Diocese of Middlesbrough

NPCAT is one of three multi-academy Trusts responsible for the running of schools within the Roman Catholic Diocese of Middlesbrough.

The diocese was founded on December 20 1878 when the Diocese of Beverley, which had covered all of Yorkshire, was divided.

Today, the diocese covers an area of 4,000 sq km in the historic counties of North Yorkshire and the East Riding of Yorkshire, together with the city of York.

Bishop of Middlesbrough the Rt Rev Bishop Terence Patrick Draney provides Catholic schools:

- To help him as first educator of the diocese in his mission of making Christ known to all people.
- To support parents who at their child's baptism accepted the responsibility of raising their child in the Catholic faith.
- To be at a service to their local church, parish and Christian home and to ensure our give such service to the wider society.

NPCAT is responsible for schools in the boroughs of Middlesbrough, Redcar & Cleveland and parts of Stockton and the county of North Yorkshire.

It is our mission to contribute to the creation of a society that is highly educated, skilled and cultured.

Our schools must educate the whole child, ensuring they develop spiritually and also achieve their full academic potential.

We see parish and school partnership as fundamental to the missionary role of Catholic education.

Each school has a central place in parish life and where a school serves more than one parish, chaplaincy work in school ensures that the appropriate steps are taken to have equal engagement across them all.

We ensure our schools come together to celebrate Mass, with the highlight of the year being the annual celebrations on feast days.

We also come together as a Trust for carol services at St Mary's Cathedral in Middlesbrough during Advent.

Our schools serve the following parishes:

Brotton, St Anthony of Padua
Guisborough, St Paulinus
Ingleby Barwick, St Thérèse of Lisieux
Loftus, St Joseph and Cuthbert
Marske-by-the-Sea, St Bede
Middlesbrough, Corpus Christi
Middlesbrough, Holy Name
Middlesbrough, St Clare of Assisi
Middlesbrough, St Francis of Assisi
Middlesbrough, St Joseph
Middlesbrough, St Mary's Cathedral
Middlesbrough, St Patrick (Sacred Heart)
Middlesbrough, St Thomas More
North Ormesby, St Alphonsus
Nunthorpe, St Bernadette
Ormesby, St Gabriel
Redcar, Blessed Nicholas Postgate (Sacred Heart & St Augustine)
Saltburn, Our Lady of Lourdes
Staithes, Our Lady Star of the Sea
Teesville, St Andrew's Parish
Thirsk, All Saints
Thornaby, Christ The King
Thornaby, St Patrick
Yarm, St Mary and Romauld

Employee Benefits and Wellbeing



NPCAT recognises the importance of staff welfare and a managed workload and this is reflected in the way we treat our people.

As a responsible and caring employer, we appreciate and value each of our staff. Their holistic health and wellbeing are vital to enabling all of us to maintain the optimum work-life balance.

We see exceptional staff welfare as an essential element towards enabling us to develop a rich, nurturing climate for learning across all our schools.

We offer a broad package of emotional and practical support to our colleagues.

We are clear about our expectations of employees and offer a positive, transparent and supportive working culture in return.

We offer:

- Competitive pay
- Defined benefit pensions
- Performance-related pay progression and recognition of additional responsibilities
- Annual cost of living adjustment
- On-site parking at our school premises
- Support with parking and subsistence costs where appropriate.

Additional benefits include access to:

- Everybody Benefits discount and reward platform
- Health Cash Plan
- Cycle2Work scheme
- Corporate offers at the five-star Rockliffe Hall Hotel, Golf and Spa in County Durham

NPCAT is committed to equality of opportunity and will not tolerate any harassment, intimidation, discrimination or victimisation.

We encourage staff to undertake training and development and to explore new challenges within the Trust wherever appropriate.

Training, Development and Progression



We offer a comprehensive training package that caters for all staff from future Initial Teacher Training pupils through to chief executive officer, as well as non-teaching staff.

This is delivered via our partnerships with national continuous professional development (CPD) trainers such as the Ambition Institute.

Our evolving team of standards advisers support school leaders in providing individually tailored coaching and mentoring.

We also offer a range of appropriate courses for staff in a variety of roles, including business and school administrators, teaching assistants and pastoral support staff.

Early career teachers benefit from a comprehensive professional development programme delivered in collaboration with the Ambition Institute.

A combination of face to face and remote sessions involving online training videos and materials cover the range of competencies in the Early Career Framework.

Teachers with between two and four years' experience currently have access to the Accelerate Programme, a Department for Education sponsored development course covering key aspects of pedagogy.

Aspiring middle leaders and aspiring senior leaders engage in National Professional Qualification for Middle Leadership (NPQML) and National Professional Qualification for Senior Leadership (NPQSL) courses through Inspiring Leader.

Leaders currently in post engage with the Ambition Institute on, for example, Excellent Middle Leaders Courses or School Curriculum Leadership.

Aspiring headteachers undertake National Professional Qualification for Headship (NPQH) and existing headteachers can continue to progress through their National Professional Qualification for Executive Leadership (NPQEL) qualification.

Teaching assistants can benefit from full and comprehensive training courses delivered by our own St Clare's Catholic Primary Teaching School in Middlesbrough.

All staff can access training relevant to current needs, through partnerships with organisations such as the Research School's Network and Leeds Carnegie Centre of Excellence for Mental Health.

In addition to face to face sessions, staff at all levels can undertake accredited courses from Level 1 upwards covering bespoke topics specific to their roles, such as Understanding Autism and Managing Challenging Behaviour.

Central Services and business and administrative staff receive training on key aspects of their roles identified in conjunction with their team leaders.

Job Advert

2 positions available

Required:	1 September 2021
Salary:	Grade D/E, Spinal Point 5-7 (Actual Salary £8,305 - £8,641 per annum)
Hours:	18.5 hours per week, Term Time Only + 1 week
Contract Type:	Permanent
Location:	Trinity Catholic College, Saltersgill Avenue, TS4 3JW

The Nicholas Postgate Catholic Academy Trust, a family of 27 schools, 4 of which are secondary, a sixth form college and a teaching school. With more than 9,000 pupils and over 1200 staff, the Trust is now the North East's largest Catholic Trust and the second largest Catholic Multi Academy Trust in the UK.

The successful candidate will:

- Manage and coordinate absence calls to parents / carers.
- Ensure there is the timely completion of registers and daily identification of pupils requiring a home visit
- Work collaboratively ensuring that, as far as possible, all children not of school age that are post 16, receive the appropriate support to achieve maximum attendance and fulfil their potential

The Trust offers:

- A strong, supportive ethos
- Happy, enthusiastic and friendly pupils
- Highly experienced and talented colleagues
- Excellent professional development and progression opportunities across our 27 schools
- Supportive Trust board, governors and parents

Candidates are warmly encouraged to contact the Trust for an informal discussion about the post with Mrs Jill Benson, Head of Attendance and Welfare at the Trust via email benson.j@npcat.org.uk.

CPD opportunities

Ongoing professional development from within the Trust provides our employees with great opportunities for development and progression. These opportunities will be offered to the successful candidate.

Closing date: Friday 2nd July 2021 by 12 noon

Application form and further information is available from:

<https://npcat.org.uk/current-vacancies/>

Please refer to the back cover of the application pack for details of how to apply for this position.

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks. The successful candidate will be required to sign a Catholic Education Service contract.

Role Description

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment.

Post title: School Attendance Day Call Assistant

Responsible to: Pupil Attendance Case Officer

Job Purpose:

- To work under the direction of the Trust Head of Attendance and Welfare in relation to the Trust Attendance Policy and the Trust sanctioned school's attendance procedures.
- To adopt the Trust ethos of a robust and consistent attendance practice with early intervention practice to prevent a pupil's attendance becoming a barrier to accessing their education.
- To keep children safe and ensure their welfare needs are met in accordance with safeguarding practice.
- To deliver quality school attendance support for children and families.
- To work collaboratively ensuring that, as far as possible, all children of compulsory school age receive the appropriate support to achieve maximum attendance and fulfil their potential.
- To work collaboratively ensuring that, as far as possible, all children not of school age that are post 16, receive the appropriate support to achieve maximum attendance and fulfil their potential.

Main responsibilities

Focus of the Role:

- To manage and coordinate absence calls to parents / carers.
- To provide administrative support for the school attendance procedures and protocols.
- To recognise that the pupil attendance register is a legal document and to ensure it is maintained in accordance with The Education (Pupil Registration) (England) Regulations 2006.
- To ensure there is consistency in the operation of ARBOR when tutors are recording pupil attendance and absence, including having responsibility for the accurate maintenance of records within it, checking for missing attendance marks and missing registers and following up with relevant staff.

- To undertake positive daily absence contact with the parents/carers, in accordance with Trust sanctioned attendance and safeguarding practice and recording actions taken.
- To ensure there is the timely completion of registers making use of the appropriate attendance codes in accordance with The Education (Pupil Registration) (England) Regulations 2006, including keeping a record of pupil lateness and collating evidence for illness/medical absence.
- Working collaboratively with the Trust Home-School Liaison Officer, to ensure there is daily identification of pupils requiring a home visit, in accordance with Trust protocol and the Trust tier of support provided to the school.
- To provide a daily update to the School Attendance Case Officer on absent pupils.
- To have regular liaison with parents, pupils, teaching staff and assistants, and the Trust Central Attendance Team as determined by the School Attendance Case Officer.
- To ensure there is accurate recording of school exclusions, and pupils accessing part-time or alternative provision.
- To notify the School Attendance Case Officer and Trust Attendance Manager of children missing from education and undertake enquiries with external agencies as necessary.
- To notify the School Attendance Case Officer and Trust Attendance Manager where a parent has requested their child to be removed from roll.
- To notify the School Attendance Case Officer of all leave of absence in term time referrals.
- To upload the Common Transfer File and carry out an EMS export where pupils have transferred schools or are dual registered.
- To ensure pupil information is kept confidential and is shared in accordance with the NPCAT General Data Protection Regulations Policy and the Trust Scheme of Delegation.

Data Management:

- Routine transmission of attendance data using ARBOR MIS.
- Ensure the accuracy of statistical data on the ARBOR MIS as required by Headteacher, Senior Leaders, Heads of House.
- Generate reports for Heads of House or Senior Leaders from data records.

Working with pupils and parents on a daily basis:

- Contact parents to discuss absences.
- Deal with pupils' and parents' queries relating to leave of absence in term time requests, in accordance with Trust requirements.

- Take and instigate phone calls to and from parents relating to attendance or other issues as directed by the School Attendance Case Officer.

Working with School Attendance Case Officer:

- Be responsible for monitoring/checking and calling home as necessary on First Day Calling Groups in accordance with the Trust Attendance Policy and School Attendance Procedures.

Administration:

- Administration to include memos, references, mailing lists, and the recording of conversations with parents with respect to attendance matters.
- Record keeping involving pupil groups, retention figures, examination results, applications etc.
- To perform such duties as reasonably correspond to the general character of the post and are commensurate with its levels of responsibility including additional tasks as required.

General Information:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.
- To comply with Health and Safety policies, organisation statements and procedures, report any incidents/accidents/hazards and take a proactive approach to health and safety matters in order to protect both yourself and others.

Employees are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this Job Description. Employees should be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling

condition. We will consider any reasonable adjustments under the terms of the Equality Act to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

This Job Description may be altered to reflect or anticipate changes in the job which are commensurate with the salary and job title.

The job-holder will ensure that Trust policies are reflected in all aspect of his/her work, in particular those relating to:

- (i) Equal Opportunities*
- (ii) Health and Safety*
- (iii) General Data Protection Regulations (2018)*
- (iv) Safeguarding*

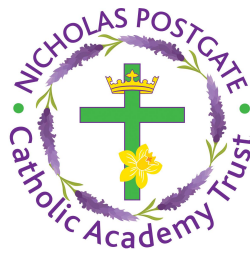
Person Specification

Criteria	Essential		Desirable	
Qualifications	E1	Nationally recognised qualifications: minimum of 5 A* – C grades include English and Maths or relevant Level 3 (NVQ) qualification.	D1	Experience of further relevant professional development.
Experience	E2	Successful pupil support and guidance work.		
	E3	Successful and effective delivery on improving pupil behaviour and attendance.		
	E4	Supporting pupils' educational attainment.		
	E5	Partnership working.		
Knowledge and Abilities	E6	The ability to work effectively and sensitively with a range of groups and individuals, whilst pursuing agreed aims.		
	E7	An ability to communicate effectively with a wide range of people and groups.		
	E8	Good degree of skill in communications, verbal and written.		
	E9	The ability to instil and facilitate a culture of calm, ordered and reasoned purpose.		
	E10	Ability to set clearly-articulated goals to track progress of pupils and adapt strategies to achieve them.		
	E11	The ability to use ICT for personal and professional use.		
	E12	Actively promote the vision and beliefs of the school.		

Personal Qualities and Skills	E13	Demonstrate a belief in the role of the school in developing citizens for the future.		
	E14	A strong belief in education which values and encourages learning for life.		
	E15	Strong personal credibility based on high levels of probity and the ability to form effective and mutually respectful interpersonal relationships with a variety of stakeholders.		
	E16	An understanding of and sensitivity towards issues faced by vulnerable young people and their families.		
	E17	A professional approach, particularly with regard to issues of confidentiality.		
	E18	Excellent literacy, numeracy and ICT skills.		
	E19	Proven organisational skills. Ability to work proactively on own initiative and as part of a team.		
	E20	Good analytical and judgemental skills with the ability to adapt and meet others needs.		
	E21	Ability to manage time effectively.		
	E22	Ability to promote a positive school ethos.		
	E23	Ability to remain calm when faced with stressful/difficult situations.		
	E24	A commitment to equality and inclusion and the overcoming of barriers to education.		
	E25	A commitment to promoting the welfare of children and young people in line with the school's Safeguarding Policy.		

	E26	To deal effectively with parents and pupils in the context of complex and contentious issues on behalf of the school.		
	E27	Be willing to work flexibly to meet the demands of the post.		
Professional Skills and Abilities	E28	Professional appearance, conduct and attitude. Excellent role model.		
	E29	To be an exemplary leader in dealings with staff, parents, pupils and outside agencies.		
	E30	A committed life-long learner, willing to undertake further training.		
	E31	Empathy with young people.		
	E32	Firm, but approachable manner.		
	E33	Ability to command respect and deal with pupils authoritatively.		
	E34	Ability to deal with pupils in a fair and consistent way.		
	E35	The ability to deal calmly with emotionally demanding young people and parents who may exhibit anger, distress or frustration.		
	E36	To challenge decisions, practice or actions which may not effectively ensure the safety or well-being of a child.		
Strengthening the Community	E37	Support and seek to develop the distinctive ethos of the school.		
	E38	Collaborate and network with other schools.		
	E39	Recognise and take account of the richness and diversity of the school's communities.		
	E40	Build and maintain effective relationships with parents, carers, partners and the community that enhance the education of all pupils.		

Other Requirements	E41	Working outside of school hours will be required.		
	E42	Ability to meet the travel requirements of the post.		



How to Apply

Application form and further information is available from:

npcat.org.uk/current-vacancies

Applicants should complete and return a **Support Staff Application Form**, a **Recruitment Monitoring Form**, **Rehabilitation of Offenders Form** & **Consent to Obtain References** to: recruitment@npcat.org.uk

Role Description: This informs you of the main responsibilities for the post and explains what we are looking for. It informs you about the personal and professional qualities you need for this post. These criteria will be used to make the appointment.

Person Specification: This specification sets out which criteria will be used to shortlist candidates for interview.

If you require any additional information about this post, please contact Mrs Jill Benson, Head of Attendance and Welfare at the Trust via email benson.j@npcat.org.uk

Thank you for your interest in NPCAT. We look forward to receiving your application.

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks.

